

VOLUNTEER GIFT SHOP ASSISTANT

Statement of purpose:

All volunteer roles must actively support the museum's mission in the interpretation and care of Egyptian Archaeological material and related documentation for the education and entertainment of the public. They will do this by actively practising the three core roles of the museum in any role they undertake: **Preservation of the collection; Education and Widening participation.**

Responsible to: The Volunteer Manager

Daily supervisor: Shop Manager

Purpose: To provide a high standard of customer service for visitors to the shop, whilst making visitors feel welcome and providing a stimulating and enjoyable experience.

Criteria to be completed prior to role being attained:

- **20** hour induction –to include the completion of the following:
- Health, safety and safeguarding training (induction)
- Customer Care 1 (30 min staff workshop)
- Gallery Tour 1 (staff or designed peer)
- Completion of all tasks in workbook for this role
- Designated shop training

Key duties and Responsibilities	Outcome Expected
<i>Welcoming visitors with good customer service to the Museum (core job)</i>	<i>Visitors enjoy their visits.</i>
Security	The shop and staff are safe and secure
Providing information when required	Meet specific needs of visitors
Shop display area	To ensure a clean environment whilst replenishing stock
Serving customers	Efficient use of till and PDQ after training

Skills Required

- Communication Skills
- Customer Relation Management
- Understand and follow procedures
- Willingness to learn and develop independently
- Reliable
- Positive manner